

TECNOLÓGICO DE MONTERREY



General Social Service Rules and Regulations

GENERAL SOCIAL SERVICE RULES AND REGULATIONS

INSTITUTO TECNOLÓGICO Y DE ESTUDIOS SUPERIORES DE MONTERREY

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At Tecnológico de Monterrey, the norms contained in the Spanish version of its regulations are formulated using the generic masculine or the masculine in a collective sense; therefore, they do not refer solely to the male population, but to all genders that are part of the community.

AMENDMENTS TO THIS EDITION

- In the **general definitions**, several key terms have been updated: “estudiantes” replaces “alumnos” in the Spanish version; “ethical and civic commitment” is redefined as “ethical competence”, with the sub-competencies of integrity and citizenship; “experiences” is replaced by “learning units”; the “Office of Social Impact” is replaced by the “Office of Sustainability and Social Impact” or the “National Office of Social Service Management,” as applicable; the “program director” is updated to “entry and academic program directors”; “national social engagement agreements” are adjusted to “engagement agreements”; and the principle of sustainability is incorporated as a new guiding axis.
- Wording related to ethical competence and its elements is updated in **Articles 3, 14, 17, and 22**, applicable to the 2026 curricula.
- Terminology in **Articles 10, 16, 17, 30, 31, 32, and 38** is adjusted to incorporate the 2026 curricula.
- Definitions and terms are improved in **Articles 4, 5, 15, 19, 25, 27, 28, 30, 32, 33, 34, 35, 37, and 56**.
- **Article 8**, regarding exceptions to social service, and **Article 21**, on student volunteering, are incorporated.
- **Article 55** is updated concerning withdrawal operations.
- **Annexes I, II, and III** are updated regarding the maximum ranges of creditable hours: solidarity project in 2019 curricula; human-centered blocks and concentrations in 2019 curricula; and human-centered blocks in 2026 curricula.

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INTRODUCTION

Tecnológico de Monterrey considers that student learning during their undergraduate studies must be directed toward developing competencies, as well as applying the relevant professional knowledge to address problems and needs present in social reality, thereby contributing to education with a humanistic sense.

The purpose of Tecnológico de Monterrey to transform the lives of individuals and communities through education, as stated in the Vision 2030, also serves as the guiding principle for orienting the task of Social Service in our Institution.

The objective of the General Statutes of Social Service is to establish the general provisions and guidelines of social service for undergraduate students, in accordance with the constitutional and legal regulations in force, as well as with institutional norms.

This regulation presents in Chapters I to IV the general provisions, foundations, and learning units of social service for the experience, accreditation, and completion of social service by students, in accordance with the institutional educational model. Chapter V integrates the social service regulations of the School of Medicine for students of the Physician & Surgeon and Medical and Surgical Dentist programs, and finally, Chapter VI incorporates the rights, obligations, sanctions, and procedures for their attribution.

It also responds to the needs arising from the implementation of the 2026 curricula.

This edition includes the changes proposed by the Department of Sustainability and Social Impact of the Executive Vice Rectory for Academic Affairs and Faculty, with the approval of the Vice Rectory of Educational Innovation and Academic Norms.

Juan Pablo Murra Lascurain
Rector of Tecnológico de Monterrey
April 2026

GENERAL DEFINITIONS

For the purpose of maintaining consistency with the terms defined by the Institution in the process of updating the TEC21 Educational Model, in this document the use of the terms learning units and courses shall be considered equivalent.

References to the 2026 curricula will be made when mentioning the 2019 edition and onwards.

Block. A learning unit composed of a challenge and learning modules that, as a whole, guide students to develop competencies aligned with the graduation profile. Applies to students enrolled in curricula from the 2019 edition onwards.

Block with Humanistic Sense. A learning unit located between the third and seventh semester (focus stage) of the curriculum, selected by the School to strengthen and develop transversal competencies, such as Ethical and Civic Commitment for 2019 curricula, and the Ethics competency, which includes the sub-competencies and elements of Integrity and Citizenship, for 2026 curricula. It is designed by faculty members of each School to address a social issue framed within the United Nations Sustainable Development Goals, through the development and application of disciplinary, ethical, and civic competencies. The block code is assigned the attribute of Social Service Learning Unit (UFSS) to manage and accredit social service hours for students.

Competency: Ethical and Civic Commitment. The development of this competency seeks for the student to implement projects oriented toward the transformation of the environment and the common good, with ethical awareness and social responsibility. Applies to 2019 curricula.

Ethical Competency. The development of this transversal competency seeks the application of ethics by integrating the sub-competencies and elements of Integrity and Citizenship in students through self-management, respect for human dignity, human rights, and the culture of legality. Its focus is to capitalize on these behaviors and knowledge to build solutions that promote the transformation of the environment and the sustainable, democratic, and inclusive development of societies. Applies to 2026 curricula.

Documentary Proof of Accreditation of Social Service Hours. Official document, on letterhead, with seal and signature of the project supervisor, certifying the accreditation of hours and activities of social service carried out by students in the different social service learning units established in this regulation.

National Collaboration Agreements. Agreements entered into between Tecnológico de Monterrey and training partner organizations with representation in several cities of the country, consistent with the Institution's Vision and this Regulation, regarding the implementation of social service projects that support student education and address, and when possible, resolve societal problems.

Academic Credit. A unit representing the time a student dedicates, inside and outside the classroom, to achieve the learning objectives of the learning unit. Applies to all enrolled students.

Course with Transversal Citizenship (CCTR). Attribute assigned in the academic registry system (Banner) to a course group that, by design, integrates the strengthening and development of civic competencies and enables the accreditation of social service hours through activities or projects.

Campus Social Service Department. The office responsible for the administration, accreditation, and completion of student social service. It also monitors students to ensure compliance with the Social Service requirement, in coordination with Program Entry Directors and the corresponding academic program director or the person fulfilling this function at each campus.

Academic Integrity. Understood as acting honestly, with commitment, reliability, responsibility, fairness, and respect in learning, research, and the dissemination of culture.

Educational Model. The set of formative elements through which Tecnológico de Monterrey fulfills its educational goals. It integrates the purposes of the Vision, defines and links the actors and components involved in the teaching-learning process, and leverages opportunities to provide students with a comprehensive education of international quality.

Social Needs in the Country. The set of social issues that hinder the full exercise of human rights and fundamental freedoms, without which it is impossible to lead a dignified life. The Universal Declaration of Human Rights, the Sustainable Development Goals, and the pronouncements of the National Council for the Evaluation of Social Development Policy in matters of human development in Mexico constitute the reference framework for the design and determination of social service learning units to be carried out at Tecnológico de Monterrey.

Training Partner Organization. For the purposes of the social service program, this term refers to organizations that enter into a collaboration agreement with Tecnológico de Monterrey, including neighborhood associations, public entities, civil society organizations, companies (provided the learning unit is aligned with addressing needs contemplated in the United Nations Sustainable Development Goals), scientific research centers, student groups (with social projects), institutional programs, or organized groups of individuals, with the aim of contributing to the improvement of society's quality of life.

Technological Platform. Technological enabler for the registration, administration, monitoring, and completion of student social service throughout their undergraduate studies.

Social Service Projects in Organizations. Projects, initiatives, or challenges developed by students during an academic period within an organization, through a mutual commitment; they contribute to student education in the Ethics Competency, which includes the sub-competencies and elements of Integrity and Citizenship, while also supporting the organization in addressing its cause or purpose. They require design and registration between the Community Partner Organization and the Campus Social Service Department.

Project or Social Service Learning Unit Supervisor. Individual who coordinates students performing their social service, assuming any of the following roles: academic leader, faculty member of one of the Schools, facilitator of a Humanistic Sense learning unit, representative of a Community Partner Organization, among others.

Tec Week. A learning unit that exposes students to diverse experiential immersion activities, inside or outside the campus, with the objective of contributing to the intentional development of a transversal or disciplinary sub-competency. Students are exposed to environments of reflection, self-awareness, well-being, dialogue, and exchange of ideas, as well as the acquisition of new learning.

Humanistic Sense. The commitment assumed by the Institution to generate an academic and organizational learning environment aimed at developing in students the competencies for ethical and civic commitment, so that they acquire the ability to place their personal talent and professional excellence at the service of others.

Social Service. An intentional formative experience embedded in learning units, aimed at developing in students the Ethics Competency, which includes the sub-competencies and elements of Integrity and Citizenship. It allows for addressing the country's pressing social needs and, when feasible, contributing to their resolution. It is based on the principles and rights to equality and non-discrimination, so that student participation contributes to the development of a more just, respectful, inclusive, equitable, supportive, empathetic, and sustainable society.

The total length of social service shall be, by constitutional mandate, a minimum of 480 hours, temporary, mandatory, and unpaid, and is a requirement for obtaining the undergraduate degree.

Academic Load Units. The academic load units of a learning unit are defined as the time a student dedicates, inside and outside the classroom, to achieve its learning objectives.

Learning Units. Defined by the learning activities a student performs under the guidance of a faculty member, as well as those carried out independently. Learning

units may include: Blocks, Tec21 Courses, and Tec Weeks.

Learning Units with Social Service and Humanistic Sense Identifier. Learning units that carry the social service and humanistic sense identifier (UFSS), because from their design they intentionally and systematically seek the development and strengthening in students of the transversal Ethics Competency, which includes the sub-competencies and elements of Integrity and Citizenship.



CHAPTER I

CHAPTER I

General Provisions and Foundations of Social Service

Article 1

The purpose of this regulation is to establish the general provisions governing the performance, accreditation, and completion of social service by undergraduate students at Tecnológico de Monterrey. Knowledge and compliance with these provisions are mandatory for all students from the time of their enrollment in the Institution.

Article 2

Students of Tecnológico de Monterrey must carry out social service aligned with the Mission, Vision, and institutional educational model, as well as with the provisions of this regulation.

Article 3

In social service, students of Tecnológico de Monterrey seek to place their personal talent and professional excellence at the service of society, through the creation and/or participation in initiatives and projects aimed at addressing and treating the country's pressing social needs and, when feasible, contributing to their resolution.

The design of learning units, in addition to contributing to the development and strengthening of the Ethics Competency, which includes the sub-competencies and elements of Integrity and Citizenship, is based on the principles and rights of equality and non-discrimination, so that student participation contributes to the development of a more just, respectful, inclusive, equitable, supportive, empathetic, and sustainable society.

Article 4

The performance of social service consists of fulfilling a minimum of 480 hours over a period longer than six months. Since social service is integrated throughout the curriculum, the corresponding activities may be carried out during regular academic periods (semester academic periods) and intensive periods (summer and winter), in accordance with the learning units established in the social service program defined in this regulation.

For the Physician & Surgeon and Medical and Surgical Dentist programs, see Chapter V.

Article 5

All undergraduate students must perform and accredit social service for each degree program pursued, in order to obtain its completion as one of the graduation requirements.

Second degree within the same School:

Students pursuing a second degree within the same School at Tecnológico de Monterrey must complete a total of 720 hours. If the student graduates from the second degree after completing the first, they must complete 480 hours for the first degree and 240 hours for the second.

Second degree in a different School:

Students pursuing a second degree in a different School at Tecnológico de Monterrey, after graduation from the first, must complete 480 hours for the second degree. This also applies to students pursuing a second degree at another university or in subsequent academic periods.

See the corresponding enablers for this matter.

Article 6

Social service must be performed within Mexican territory. This includes embassies and consulates abroad, in accordance with national legislation and the provisions of this regulation.

Students enrolled in international exchange programs abroad may perform social service virtually, provided that opportunities are available and the projects are proposed by the Campus Social Service Department. Projects must be directed to institutions and organizations located in Mexico and for the benefit of the Mexican population.

Article 7

Social service may not be used to cover labor or institutional needs, nor to perform professional internships; it shall not grant worker status to the student performing social service, nor serve to obtain payment or personal economic benefit.

Article 8

Exemptions from social service apply to those specified by law, such as: elderly persons, individuals with a disabling illness preventing them from performing social service, and government employees who can prove seniority in official agencies. In such cases, they must only accredit the mandatory learning units of the social service program. These exemptions shall be handled directly by the Campus Social Service Supervisor, in accordance with applicable law.

Article 9

If a student transfers to another campus, the Campus Social Service Department of origin must deliver to the Office of the Registrar of the destination campus the student's progress report with accredited social service hours, for integration into their applicant's file prior to the transfer.

If there is any disagreement with such information, the student may address the Campus Social Service Department of the destination campus for clarification.

Article 10

The Campus Social Service Department is the authority responsible for the processes of administration, monitoring, accreditation, and completion of student social service.

For curricula 2019 onwards:

Program Entry Directors and Academic Program Directors are responsible for accompanying students in social service, as indicated in the Regulatory Framework of Roles and Responsibilities in the Student Support Model.

For the Physician & Surgeon and Medical and Surgical Dentist programs, see Chapter V.

Article 11

Tecnológico de Monterrey campuses may establish guidelines to support compliance with the content of this regulation, provided they do not contravene its provisions or institutional norms. In case of controversy, this regulation shall prevail.

Article 12

Cases not provided for in this regulation must be resolved by the Campus Social Service Department where they arise, or by the National Social Service Office of Tecnológico de Monterrey.

Any case not provided for in the Physician & Surgeon and Medical and Surgical Dentist programs must be studied and resolved by the Social Service Department or Coordination of the School of Medicine and Health Sciences in each region.

Article 13

Ignorance of this regulation does not exempt from compliance those who are obligated to comply with it.



CHAPTER II

CHAPTER II

Social Service Learning Units

Article 14

The objectives of social service at Tecnológico de Monterrey are:

1. To contribute to the development of professionals with a humanistic sense, by strengthening the Ethics Competency, its sub-competencies, and the elements related to integrity and citizenship, so that students place their personal talent, knowledge, and professional skills at the service of others.
2. To foster student awareness in real contexts through collaboration with Community Partner Organizations that address social issues, contributing significantly to the United Nations Sustainable Development Goals, and promoting constructive, supportive, and equitable collaboration.
3. To promote the attention and treatment of the country's pressing social needs, fostering sustainable development and, when feasible, contributing to the resolution of specific problems.
4. To encourage students to recognize the social function of their profession, by applying their discipline to address social needs, thereby exercising their professional practice with ethical commitment.

Article 15

From their design, social service learning units must meet the following requirements:

1. Address a social need in the country, framed within the United Nations Sustainable Development Goals, through disciplinary competencies, the transversal Ethical and Civic Commitment Competency, and other transversal competencies.
2. Ensure that the design and approach of learning units related to social service are carried out from an ethics and citizenship perspective.
3. Include collaboration with a Community Partner Organization, such as neighborhood associations, public entities, civil society organizations, companies (provided the learning unit is aligned with addressing needs contemplated in the United Nations Sustainable Development Goals), scientific research centers, student groups (with social projects), institutional programs, or organized groups of individuals, with the aim of contributing to the improvement of society's quality of life.
4. Deliver a product or service in favor of the organization or beneficiaries, aimed at addressing the social need. This delivery shall serve as evidence of the learning competencies developed by the student and shall be submitted at the end of the activity, project, experience, or learning unit.

Article 16

Students enrolled in curricula prior to the 2019 edition who have not completed their social service shall be incorporated into the current social service program offered in curricula of later editions, in accordance with the operational guidelines established by the National Social Service Office.

The current social service program applies to curricula 2019 onwards.

For the Physician & Surgeon and Medical and Surgical Dentist programs, see Chapter V.

Article 17

For students enrolled in curricula 2019 onwards, the total social service hours must be accredited through the combination of the following learning units:

- a. Tec Week for Social Service Induction: learning unit that marks the beginning of social service and is a prerequisite for enrolling in subsequent social service learning units.
- b. Tec Week with Humanistic Sense: one-week learning unit with the social service and humanistic sense identifier, designed by faculty members to develop and strengthen the Ethics Competency, which includes the sub-competencies and elements of Integrity and Citizenship.
- c. Solidarity Project: social service experience proposed by a Community Partner Organization, a student, or a faculty member, which may be carried out during a semester or an intensive period.
- d. Social Immersion: learning unit designed to generate greater student involvement with Community Partner Organizations and their causes. It may be scheduled without academic credit, only in intensive periods, lasting five weeks. When scheduled with credits within a General Education course, it applies to both intensive periods of five weeks and semester academic periods of 15 weeks.
- e. Blocks with Humanistic Sense: learning unit selected by the School and designed by faculty members to develop and strengthen the Ethics Competency, which includes the sub-competencies and elements of Integrity and Citizenship, alongside disciplinary competencies. It carries the social service and humanistic sense identifier.

The National Social Service Office may propose other learning units, provided they are aligned with the Vision and the institutional educational model.

For the Physician & Surgeon and Medical and Surgical Dentist programs, see Chapter V, Article 39, which establishes the beginning of Social Service and the course to be taken.

Article 18

For students enrolled in curricula 2019 onwards, the number of social service hours accreditable per learning unit is established as follows:

- a. Up to 40 hours in Tec Weeks for Social Service Induction.
- b. Up to 40 hours in Tec Week with Humanistic Sense.
- c. For Solidarity Projects scheduled in regular periods, the maximum range of hours varies from 60 to 180 hours, depending on the length of 5, 10, or 15 weeks; for intensive periods, the maximum varies from 60 to 200 hours, depending on the length in weeks and whether the service is part-time or full-time (see Appendix I).
- d. Up to 120 hours in Social Immersion without academic credit, in intensive periods; or up to 80 hours in Social Immersion with academic credit, in semester or intensive periods.
- e. For Blocks and concentrations with Humanistic Sense in 2019 curricula, the maximum hours vary depending on placement (3rd to 7th semester) and scheduling (5, 10, or 15 weeks), ranging from 60 to 200 hours. For Humanistic Sense Concentrations of 17 weeks, the maximum is up to 200 hours (see Appendix II).
- f. For Blocks with Humanistic Sense in 2026 curricula, the maximum hours vary from 60 to 180 hours, depending on the nature of the block from its design (development, process, or integration) and the number of academic credits assigned (3 or 6) (see Appendix III).

Social service hours in both curricula, within Humanistic Sense learning units, are assigned based on student performance within the maximum range of each learning unit. See Article 33.

Article 19

The following activities may not be accredited as social service hours:

1. Correction of assignments, projects, or papers for faculty members or staff of Tecnológico de Monterrey, inside or outside its facilities, whether or not economic remuneration is received.
2. Work as a scholarship assistant or aide, inside or outside Tecnológico de Monterrey.
3. Political or religious proselytizing projects.
4. Administrative activities in departments, offices, or areas that are part of the structure of Tecnológico de Monterrey or any other organization.
5. Any activities that do not meet the objectives and requirements of social service established in this regulation.

6. Activities carried out in organizations or companies owned by the student or their family members.
7. Activities intended for another purpose or requirement of any other area or process, such as Tec Ambassadors, student-advisor programs, or social activities of student groups.
8. Professional internships for private benefit or profit.
9. Activities or actions not registered in the technological platform prior to execution.

Article 20

The following activities are classified as voluntary and may not be considered part of social service:

1. Activities related to sponsorship requests in kind or in money on behalf of Tecnológico de Monterrey, another institution, or organization.
2. Activities involving fundraising (collections, raffle tickets, among others).
3. Emergency or contingency activities, such as natural disasters.
4. Assistance or charity activities.

Activities not listed in this Chapter shall be reviewed by the National Social Service Office.

Article 21

Once the 480 regulatory hours of social service have been completed, students may continue participating in socially impactful activities if they wish, which shall be considered student volunteering. These activities may be carried out through the following alternatives:

- a. Social service projects available each period at the different campuses.
- b. Social initiatives proposed and led by students individually or collectively, integrated into campus offerings.
- c. Institutional offerings of student volunteering at the national or campus level.

Participation beyond the fulfillment of the social service requirement shall be accredited and accumulated in the corresponding institutional enablers.



CHAPTER III

CHAPTER III

Collaboration Agreements

Article 22

National collaboration agreements established by Tecnológico de Monterrey with Community Partner Organizations may include neighborhood associations, public entities, civil society organizations, companies (provided the learning unit is aligned with addressing social needs contemplated in the United Nations Sustainable Development Goals and has a social and public, not private, purpose), scientific research centers, student groups (with social projects), institutional programs, or organized groups of individuals, among others.

These organizations must promote the generation of proposals for addressing, treating, and, when possible, solving social needs in the country, while contributing to student education in Ethics Competency, which includes the sub-competencies and elements of Integrity and Citizenship, and integrating student participation through social service.

Such agreements are based on equality between both institutions and must be duly supported and aligned with institutional norms, as well as with applicable national legislation.

Article 23

Tecnológico de Monterrey formalizes a relationship with an organization through a national agreement when the organization meets the following criteria:

1. Addresses a social need in the country.
2. Has a solid structure and is legally constituted or has a formal representative.
3. Is willing to design and develop projects aimed at generating social impact from the university level.
4. Has the capacity to receive and monitor the training of students collaborating with them.
5. Ensures social benefit that contributes to the exercise of human rights and fundamental freedoms as a result of the project, and not for the profit of the organization or individuals.

Article 24

Local collaboration schemes promoted by campuses may be considered national in scope, provided the proposed organization is present in several states of the Mexican Republic and expresses the intention to establish national collaboration agreements. Such agreements must be approved by the Legal Department and the Department of Education for Sustainable Development and Social Service.

Article 25

Activities, projects, or academic challenges derived from national collaboration agreements with Community Partner Organizations must be made available to students for social service participation, according to their interests. Each campus decides the feasibility of offering such activities, projects, or academic challenges, according to its operational capacity.

Article 26

The National Social Service Office is the entity responsible for monitoring the implementation of national collaboration agreements for social service with Community Partner Organizations, as well as for establishing the procedures and requirements for the creation, modification, or cancellation of agreements.

Article 27

Local collaboration schemes executed between Community Partner Organizations and Tecnológico de Monterrey, through academic departments, must consider the criteria of Article 22 of this regulation, be aligned with the objectives of social service, and be approved by the Legal Department and the Campus Social Service Department.

Article 28

Community Partner Organizations linked to social service must not condition student participation on financial contributions covering investment or operational expenses of the organization, in order to avoid the exchange of contributions for social service hours.

If a Community Partner Organization engages in the exchange of hours for financial contributions or donations in kind, the hours shall be annulled in the project, and the organization shall be banned as a Community Partner Organization linked to Tecnológico de Monterrey at the national level. Specific procedures in this regard are established by the National Social Service Office and applied at each campus as appropriate.



CHAPTER IV

CHAPTER IV

Beginning, Accreditation, and Completion of Social Service

Article 29

Students must complete and accredit a minimum of 480 hours of social service, preferably one semester before finishing their curriculum.

If students have missing hours in their final semester, they must enroll in social service learning units during the first period of that semester (weeks one to six), provided the missing hours are 60 or fewer and there is no academic overload in the semester. Enrollment is subject to the availability of social service learning units, according to the operational capacity of the Campus Social Service Department.

For the Physician & Surgeon and Medical and Surgical Dentist programs, see Chapter V.

Article 30

Students of Tecnológico de Monterrey enrolled in curricula 2019 onwards must begin social service through the Tec Week for Social Service Induction, as established in the General Guidelines for Tec Week.

Article 31

At the conclusion of each social service learning unit, the faculty member responsible for the course or learning unit must generate and deliver, in original or electronic format, the group documentary proof of accreditation of social service hours to the Campus Social Service Department. This applies to curricula 2019 onwards.

Students are responsible for consulting the accreditation and progress of their accumulated social service hours through the corresponding institutional platform.

If a student detects any inconsistency or requests a review of social service hours, they must adhere to the academic calendar and the procedure defined in the section on Assessment of Student Learning of the Academic Regulations for Undergraduate Students (curricula 2019 onwards). If necessary, they must address the academic department director corresponding to the learning unit or the Campus Social Service Office.

Artículo 32

Students enrolled in curricula 2019 onwards must register their enrollment in social service learning units in the institutional technological platform at the same time they

register their learning units in each academic period. Without prior registration, social service hours cannot be accredited.

Article 33

To evaluate performance and accredit social service hours, students must comply (as applicable) with reports, requirements, and attendance requested either by the project or learning unit supervisor, the course faculty member, or the Campus Social Service Department; in addition, they must obtain a minimum grade of 70 in the course activities within the institutional learning platform.

Article 34

Group documentary proofs of accreditation for each project in a Community Partner Organization must be addressed to the Campus Social Service Office on the organization's letterhead, including the date, the name of the experience or learning unit or project, the name of the Community Partner Organization, the period of completion, as well as the personal and academic data of each student (degree program, student ID, and full name). The accredited hours for each student must be recorded, along with the digital signature of the project supervisor from the Community Partner Organization and the signature of the faculty member or facilitator of the learning unit from Tecnológico de Monterrey.

Digital documents with electronic signatures generated in grade submission are acceptable, aligned with the social service procedures established by the National Social Service Office in this regulation.

Article 35

Students must confirm the accreditation of hours upon completion of the social service learning unit. They may consult their progress in fulfilling the hours requirement through the institutional technological platform or the Campus Social Service Office. In case of inconsistencies or reviews, see Article 31. If no objections or reviews are submitted, the hours accredited in the learning unit shall be considered valid.

Article 36

Students have the right to apply or be nominated to receive the highest recognition of Social Service, Transformative Social Leader, upon attaining candidate-for-graduation standing and meeting the requirements of the call for participation in the award. See the document Guidelines for LIFE Awards and Transformative Social Leader of Social Service or the procedures issued by the National LIFE Office and the National Social Service Office for this matter.

For students of the Physician & Surgeon and Medical and Surgical Dentist programs, this does not apply.

Article 37

For the completion of social service in curricula 2019 onwards, each student must meet the following requirements:

1. Have accredited the Tec Week for Social Service Induction.
2. Have accredited 70% or more of the academic credits of the curriculum.
3. Possess documentary proofs of accreditation of social service learning units or the social service record, as evidence supporting the completion of 480 hours. In accordance with Article 5, in cases of a second degree within the same School, a total of 720 hours is required, or 480 hours per degree in other cases.

Students may consult, when needed, in the institutional technological platform the documentary proof of accredited hours, the social service record, and the verification of compliance with the social service requirement.

For the Physician & Surgeon and Medical and Surgical Dentist programs, see Chapter V.

Article 38

The Campus Social Service Department is responsible for sending, in digital format, to the Office of the Registrar of the campus the letter of completion of social service for the student upon fulfilling 480 hours, or 720 hours in the case of two degrees, provided the student has completed at least 70% of the academic credits of their curriculum.

To know the breakdown of learning units and social service hours in curricula 2019 onwards, the corresponding institutional platform must be consulted. Students are responsible for validating their standing of social service completion in the institutional graduation requirements platform.



CHAPTER V

CHAPTER V

Social Service in Health for Students of the Physician & Surgeon and Medical and Surgical Dentist Programs

Article 39

Students of the Physician & Surgeon and Medical and Surgical Dentist programs must fulfill the requirement of performing social service in health as established in their undergraduate academic program, including the Tec Week for Social Service Induction in Health, which must be taken in the semester designated for each program.

Article 40

The social service period has a length of twelve continuous months, with placement assignments beginning on February 1 or August 1 of each year.

The working hours of the medical intern in social service depend on the type of placement assigned, according to the classification of the General Office of Quality and Health Education of the Federal Ministry of Health. This classification is established based on data reported by the National Population Council (CONAPO).

Article 41

The assigned placements are:

1. Service in a health institution.
2. Research.
3. University/Collaborationn.

Article 42

Placements assigned to social service in a health institution aim for students to:

1. Provide primary clinical care to patients in vulnerable conditions, contributing to the improvement of their health status, applying their knowledge, humanistic sense, and practices of quality and safety, in accordance with applicable regulations.

2. Contribute to the development of communities in vulnerable conditions due to economic, geographic, or epidemiological factors, through promotion, prevention, direct assistance, education, and health research.
3. Continue learning in clinical competency through an academic program relevant to the intern's level of development.

Article 43

The objectives of the National Social Service Program in Research, established in the call of the Ministry of Health, are:

1. Enable new generations of medical students to consolidate knowledge of health research methodology by participating in research projects conducted by a recognized researcher, who will serve as their tutor during the year of social service.
2. Encourage new generations of medical graduates to incorporate research and knowledge dissemination into their future professional practice, in any field they pursue.
3. Promote the incorporation of a greater number of recent medical graduates into master's and doctoral studies.

Article 44

The objective of university/collaboration social service in health is to contribute to improvement, educational, or institutional projects that foster innovation in curricular or management programs, supervised by a leader in the development area.

Placements assigned to Tecnológico de Monterrey students are supervised by a faculty member of the Institution.

Article 45

Social service placements are assigned according to the organizational regions of Tecnológico de Monterrey to which the campus belongs, and in which the student has requested their intern letter, respecting the agreements made by the state social service committee, even if such placements are located in another state.

The corresponding State Ministry of Health convenes the public event for the assignment of social service placements, which students must attend in person or designate a representative with official identification and a power of attorney signed by the student.

Students who do not take a placement at this event must adhere to the provisions of

the host campus region regarding the type of placements they may access in future promotions and the order in which they may select a placement relative to their peers, regardless of their grade average (GPA).

Article 46

The distribution and assignment of social service placements are defined by the Social Service Department or Coordination of each region, based on the academic performance of each student.

The evaluation of academic performance considers the following factors: cumulative GPA of all courses taken, number of failed courses, competency levels achieved (when applicable in the curriculum), international standardized exams, results of the CENEVAL graduation exam, and professionalism reports.

The Social Service Department or Coordination of the host campus in each region may consider other criteria, which may vary across different promotions.

Article 47

Social service placements in health institutions are defined by the School of Medicine and Health Sciences in agreement with the clinical field site approved in the State Catalog of Clinical Fields, based on the placement schedule established by the Ministry of Health for each promotion.

Article 48

Students requesting to perform social service in a health institution located in a state of the federation different from that indicated in their intern letter request must comply with the requirements established by the Ministries of Health of both states.

The Social Service Coordination of the region of the School of Medicine and Health Sciences where the student requested their intern letter will assist in the process. The Ministry of Health of the state where the student graduates will determine the number of students allowed to perform social service in another state. If there are more candidates than placements authorized by the Ministry of Health, these will be assigned based on the performance criteria established in that promotion.

Article 49

Research social service placements are assigned in strict adherence to the call for the respective promotion published by the General Directorate of Health Education (DGCES), regarding percentages, criteria, and requirements.

Such placements may only be assigned with prior approval from that entity. If there are more candidates than placements established in the call, priority will be given to students with doctoral studies, followed by cumulative GPA of all courses at the time of application.

Article 50

University/collaboration social service placements are assigned by the Social Service Department or Coordination of the region, in strict adherence to the regulations established by the DGCES, as well as to the agreements of the State Social Service Committee, which meets in the months prior to the start of each promotion. External institutions must have an agreement with the School of Medicine and Health Sciences, including student activities during their stay at the institution. The number of placements is established in the minutes of the State Social Service Committee, in accordance with the Ministry of Health and the Mexican Ministry of Public Education.

Students assigned to a university placement must have an official assignment letter issued by the Social Service Department or Coordination of the host campus region, which must be submitted to the same campus upon completion of social service to obtain the letter of completion.

Once a placement is accepted and assigned, no changes are allowed. If the student decides not to accept it, they must submit a new request in a future promotion. In case of resignation from the placement, the student must adhere to the provisions established by the regulations of the Ministry of Health of the state to which the campus belongs and where the student requested the intern letter.

Article 51

Interns during the performance of social service must:

1. Provide clinical care or assigned activities, as applicable, and carry out the actions contained in the academic and operational programs established by the School of Medicine and Health Sciences and the corresponding health institution.
2. Report to health institutions, research institutions, and the School of Medicine and Health Sciences when infrastructure problems or deficiencies in supply are observed during social service, so that such institutions may address them within their competence.
3. Report to the competent local authorities and inform the health institutions and the School of Medicine and Health Sciences authorities when any incident occurs that affects the performance of social service or is considered to endanger their physical integrity, so that it may be addressed within their competence.
4. Make proper use of infrastructure, equipment, supplies, and any resources of the assigned organizations.
5. Collaborate in updating the community health diagnosis, in improvement, or in generating knowledge in the designated area of influence.
6. Submit, at the end of social service, a report of the activities carried out.
7. Comply with the General Student Regulations and the regulations established by the assigned clinical field or institution.



CHAPTER VI

CHAPTER VI

Rights, Obligations, Sanctions, and Procedures for Imposing Sanctions

Article 52

Students of Tecnológico de Monterrey hold the rights and obligations contained in this regulation and the applicable institutional norms.

Article 53

At the beginning of social service activities, students must be informed by the supervisor of the experience or learning unit about the schedule, start and end dates, activities to be performed, and the number of hours that may be accredited according to the social service activities to be carried out. They must also be informed about the impact on their grade or accreditation of hours due to absences or non-compliance with social service activities.

Article 54

Students have the right to express their disagreement to the Campus Social Service Department when the Community Partner Organization where social service is performed fails to comply with previously established conditions.

For learning units, students may express their disagreement to the Academic Program Directors of their campus or the person fulfilling this role.

Article 55

Students have the right to request withdrawal from the Social Service learning unit, in accordance with the guidelines established by the Office of the Registrar.

For non-credit learning units, Solidarity Projects, and Social Immersion, students must notify the Campus Social Service Supervisor and the Community Partner Organization before initiating the withdrawal process, in accordance with the guidelines established by the National Social Service Office.

For students of the Physician & Surgeon and Medical and Surgical Dentist programs, see Chapter V.

Article 56

Students may request recognition of their authorship or co-authorship rights if any social service work in which they participated is published by the Community Partner Organization or by Tecnológico de Monterrey.

Article 57

Students may propose initiatives or projects at their campus to be evaluated and integrated into the social service offerings, allowing participation of more students, provided they are aligned with the characteristics and requirements of the Social Service Training Program. For this, it is necessary to consider the calendars of each academic period and the operational planning of the following period. The Campus Social Service Department is responsible for validating and approving these proposals.

Article 58

Students must at all times conduct themselves in strict adherence to the policies, norms, and codes of Tecnológico de Monterrey, as well as respect the procedures, internal policies, codes of ethics, or any other provisions of the organizations where they perform social service.

In case of any non-compliance or misconduct by the student, they will be subject to the processes and current regulations of Tecnológico de Monterrey.

The Campus Social Service Department must report the misconduct in writing through the institutional means and platforms established for this purpose, attaching evidence documenting the case.

Article 59

Students are not entitled to accreditation of social service hours when they fail to comply with the conditions established in the activities, projects, challenges, or learning units with the social service and humanistic sense identifier in which they are enrolled, or the placement to which they are assigned.

Students must be notified in writing by the project or social service experience supervisor, or by the Campus Social Service Department in agreement with the corresponding Academic Program Director or the person fulfilling this role at the campus. Furthermore, they may not restart or continue their social service until the following academic period.

Article 60

If a student violates this regulation or any other institutional norm applicable to social service activities, the Campus Social Service Department, in coordination with the Program Entry Director or the corresponding Academic Program Director (or the person fulfilling this role at the campus), will evaluate the case and may impose a sanction or withdraw the student from the Social Service learning unit in which they are enrolled.

Article 61

If during social service a student commits a violation against the Academic Regulations for Undergraduate Students, the General Student Regulations, or any other institutional norms, policies, regulations, and values of Tecnológico de Monterrey, they will be sanctioned in accordance with such norms, through the corresponding Committees. Consequences may range from a warning to permanent dismissal from the Institution.

The Campus Social Service Department will annul the accreditation of social service hours and align with the processes established institutionally.

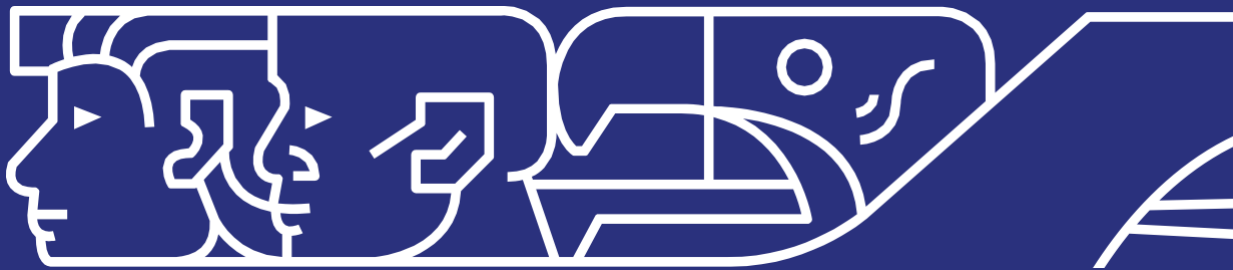
Article 62

When students engage in inappropriate conduct that does not involve academic integrity violations, the project or learning unit supervisor has the authority to suspend students for non-compliance with their obligations, in accordance with this regulation and the General Student Regulations. The supervisor must also notify the Campus Social Service Department, with a copy to the student and the corresponding Academic Program Director or the person fulfilling this role at the campus.

The Campus Social Service Department may additionally sanction by restricting the student's options for performing social service in the following academic period, or by requiring an additional form of restitution for the misconduct.

Article 63

Particular cases not provided for in this regulation must be reported to the Department of Education for Sustainable Development and Social Service of Tecnológico de Monterrey, which will submit them for consideration to those authorized to impose sanctions, in accordance with the General Student Regulations.



APPENDIX

APPENDIX I

Solidarity Project: Scheduling by Period, Duration, and Social Service Hours to be Accredited.

Scheduling	Lenght	Social Service Hours*
Intensive	5 weeks, fractional time	Up to 60 hours
	5 weeks, part-time	Up to 100 hours
	5 weeks, full-time	Up to 100 hours
Semester	5 weeks	Up to 60 hours
	10 weeks	Up to 120 hours
	15 weeks	Up to 180 hours

*Refers to the maximum limit of social service hours to be granted; however, depending on the student's performance during the course activities, the assignment of hours may be reduced based on the criteria established.

APPENDIX II

Blocks and Concentrations with Humanistic Sense – Curricula 2019: Semester, Duration, and Social Service Hours to be Accredited.

Scheduling	Lenght	Social Service Hours*
3rd	5 weeks	Up to 60 hours
4th y 5th	5 weeks	Up to 80 hours
	10 weeks	Up to 160 hours
6th	5 weeks	Up to 80 hours
	10 weeks	Up to 160 hours
	15 weeks	Up to 200 hours
Concentrations 6th and 7th	17 weeks	Up to 200 hours

*Refers to the maximum limit of social service hours to be granted; however, depending on the student's performance during the course activities, the assignment of hours may be reduced based on the criteria established.

APPENDIX III

Blocks with Humanistic Sense – Curricula 2026: Nature, Credits, and Social Service Hours to be Accredited.

Nature of the Block	Learning Unit Credits	Social Service Hours*
Development	3	Up to 60 hours
	6	Up to 100 hours
Process	3	Up to 100 hours
	6	Up to 140 hours
Integration	3	Up to 140 hours
	6	Up to 180 hours

*Refers to the maximum limit of social service hours to be granted; however, depending on the student's performance during the course activities, the assignment of hours may be reduced based on the criteria established.

This document presents information on the **General Social Service Rules and Regulations, 2026 edition**, of Tecnológico de Monterrey, and its content reflects the information available in official sources at the time of publication.

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